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December 23, 2020

VIA ELECTRONIC FILING

Ms. Kimberley A. Campbell
Chief Clerk
North Carolina Utilities Commission
4325 Mail Service Center
Raleigh, North Carolina 27699-4300

RE: Duke Energy Carolinas, LLC's Interim Report on Dynamic Rate Pilots
Docket No. E-7, Sub 1146

Dear Ms. Campbell:

Pursuant to the Commission's October 21, 2020 *Order Extending Advanced Rate Design Pilot Programs and Requiring Interim and Final Reports*, I enclose Duke Energy Carolinas, LLC's Dynamic Rate Pilots Interim Report for filing in connection with this matter.

Thank you for your attention to this matter. If you have any questions, please let me know.

Sincerely,

Lawrence B. Somers

cc: Parties of Record

Duke Energy Carolinas Dynamic Rate Pilots Interim Report to the North Carolina Utilities Commission

Docket No. E-7, Sub 1146

December 2020

I. Introduction

In compliance with the North Carolina Utilities Commission (NCUC or Commission) *Order Extending Advanced Rate Design Pilot Programs and Requiring Interim and Final Reports*, issued on October 1, 2020 in Docket No. E-7, Sub 1146 (Order), Duke Energy Carolinas (DEC or the Company) provides this report as an update on the nine advanced rate design pilots (Pilots). For brevity, a detailed description of the Pilots is not included in this report. The Company notes that there are 6 residential dynamic rate pilots (i.e., RS-CPP, RE-CPP, RS-TOU-CPP, RE-TOU-CPP, RS-TOUD-DPP, and RE-TOUD-DPP) and 3 small non-residential dynamic rate pilots (i.e., SGS-CPP, SGS-TOU-CPP, and SGS-TOUD-DPP). Tariffs can be reviewed on the Company's website at the following link, Rate Information - Duke Energy (duke-energy.com). The Commission requested this report "summarizing progress and key interim findings." The Commission also directed DEC to discuss the type of information to include in this interim report with the Public Staff as well as Nexant, the third-party consultant analyzing the results of the Pilots. The Company discussed the report with each party. DEC will include information, to the extent available at this time, in this interim report on the following topics.

- Enrollment & Participation
- Customer Contacts
- Pricing Event Days
- Load Shape Impacts
- Customer Behavior Response to Pricing Event Days
- Bill Comparisons
- Pre-participation Structural Savers & Non-Savers
- Customer Satisfaction
- Additional Insights

The following bullet points summarize the key milestone dates and progress of the Pilots.

- 9/24/2019: Enrollment process begins
- 11/13/2019: First pricing day
- 11/22/2019: Welcome Survey sent
- 12/4/2019: Welcome Survey closes
- 3/19/2020: Winter Season Survey sent
- 4/2/2020: Winter Season Survey closes
- 6/4/2020: Mid-Pilot Estimated Bill Comparison sent to customers
- 7/29/2020: Summer Post-event Survey sent
- 8/10/2020: Summer Post-event Survey closes
- 9/11/2020: Last pricing day event for year 1
- 10/6/2020: Year 1 Bill Comparison sent to customers
- December 2020: Dynamic Rate Pilots Interim Report filed
- 2/15/2021: Initial Draft of Nexant Final Report expected
- TBD (on or before 8/1/2021): DEC Final Pilot Report and Recommendation filed

II. Enrollment and Participation

The Company's Customer Prototype Lab (CPL) started customer contacts for enrollment on September 24, 2019. Over several months, a combination of acquisition efforts including direct mail, email, and outbound calling, resulted in the enrollment results presented below in Table 1. [Note that random samples of eligible customers from each rate class were used for acquisition efforts except for the SGS-TOUD-DPP rate. For this pilot rate, SGS-TOUD-DPP, larger SGS customers were assigned to this rate's target list, along with a random sample of smaller SGS customers.] In total 3,848 accounts have enrolled in the Pilots. The overall response rate was 0.67%. For residential customers, the response rate was 0.68%. For small commercial customers, the response rate was 0.60%. For residential customers, based on enrollment percentages, it's not clear if there is a dominant preference among the rate designs. However, for small commercial customers, the simplest rate design, SGS-CPP, appears to be preferred.

Table 1: Acquisition Results from CPL Tracking Data

Pilot	Customers Invited	Customers Enrolled	Acquisition %
RE CPP	75,116	571	0.76%
RE TOU CPP	91,320	545	0.60%
RE TOUD DPP	75,108	537	0.71%
RS CPP	83,809	576	0.69%
RS TOU CPP	64,690	530	0.82%
RS TOUD DPP	91,699	540	0.59%
SGS CPP	32,225	317	0.98%
SGS TOU CPP	32,211	125	0.39%
SGS TOUD DPP	27,818	107	0.38%
Total	573,996	3,848	0.67%
Residential	481,742	3,299	0.68%
SGS	92,254	549	0.60%

DEC stopped enrollment efforts for the Pilots by the end of 2019. (Note that several accounts were added to the Pilots after 12/31/2019 due to administrative issues.) The residential Pilots were fully subscribed. The small commercial Pilots did not reach full capacity, and enrollment efforts ceased once efforts showed significantly diminished results.

Customer attrition occurred throughout the Pilots for a variety of reasons, including customers moving, customer requests to terminate participation, and other reasons. Table 2 below summarizes the reasons customers stated for leaving the Pilots.

Table 2: Summary of Pilot Attrition

Reasons Customers Leave	Number of Customers
Fulfilled 1-year Commitment	654
Moving	396
Requested - No Savings	166
Changed Mind	126
COVID-19	19
Solar Meter Install	12
Health Issues	11
No Reason	7
Billing Issues	5
Change in Management	4
Signed up on Incorrect Rate	4

III. Customer Inquiries

In total, the CPL received 752 inquiries (email and phone) from small commercial customers through December 4, 2020. Most calls (415) were for questions and assistance with signing up for the pilot (i.e., Program Overview and Enrollment). Table 3 details the type and volume of small commercial customer inquiries.

Table 3: Small Commercial Customer Inquiries 9/24/2019 Through 12/4/2020

Inquiry Category	Grand Total	% of Total
Program Overview	260	35%
Enrolled Customer Via Phone	155	21%
Customer Thinking About It	58	8%
Address Mismatch	42	6%
Rates	41	5%
Billing Question	31	4%
Qualifications	25	3%
Remove Me From Rate	21	3%
Unauthorized Rate Change Request	14	2%
Changed Mind About Rate	13	2%
All Other Inquiries	92	11%
Total	**752**	**100%**

The CPL received a total of 3,860 residential inquiries (email and phone) through December 4, 2020. The majority (1,617) were questions and assistance with signing up for the pilot. Table 4 details the type and volume of residential inquiries.

Table 4: Residential Customer Inquiries 9/24/2019 Through 12/4/2020

Inquiry Category	Grand Total	% of Total
Program Overview	1086	28%
Enrolled Customer Via Phone	531	14%
Remove Me From Rate	379	10%
Billing Question	327	8%
Address Mismatch	311	8%
Customer Thinking About It	235	6%
Rates	185	5%
Qualifications	134	3%
Peak Times	105	3%
Critical Peak Event	97	3%
Unauthorized Rate Change Request	56	1%
Changed Mind About Rate	42	1%
All Other Inquiries	372	10%
Total	**3860**	**100%**

IV. List of Pricing Days

DEC implemented all pricing events designed into the pilot rates during the first year of the Pilots. The non-demand rates experienced 20 critical pricing days, and the demand rates experienced 10 critical pricing days and 30 high pricing days. Table 5 displays the pricing days for the Pilots and the high and low temperatures for those days.

Table 5: Pricing Days Year 1

Pricing Day Date	Pricing Day Type (Non-Demand Rates: RS-CPP, RS-TOU-CPP, RE-CPP, RE-TOU-CPP, SGS-CPP, SGS-TOU-CPP)	Pricing Day Type (Demand Rates: RS-TOUD-DPP, RE-TOUD-DPP, SGS-TOUD-DPP)	Daily Temperature (°F)	
			High	Low
11/13/2019		HIGH	40	22
11/14/2019	CRITICAL	HIGH	40	27
12/3/2019		HIGH	51	33
12/12/2019	CRITICAL	HIGH	47	29
12/19/2019	CRITICAL	HIGH	46	28
12/20/2019		HIGH	55	26
1/9/2020		HIGH	55	31
1/21/2020	CRITICAL	CRITICAL	38	24
1/22/2020	CRITICAL	CRITICAL	45	24
1/23/2020		HIGH	48	30
2/21/2020	CRITICAL	CRITICAL	43	30
2/28/2020	CRITICAL	HIGH	50	29
6/3/2020	CRITICAL	HIGH	88	67
6/4/2020		HIGH	90	70
6/22/2020	CRITICAL	CRITICAL	89	70

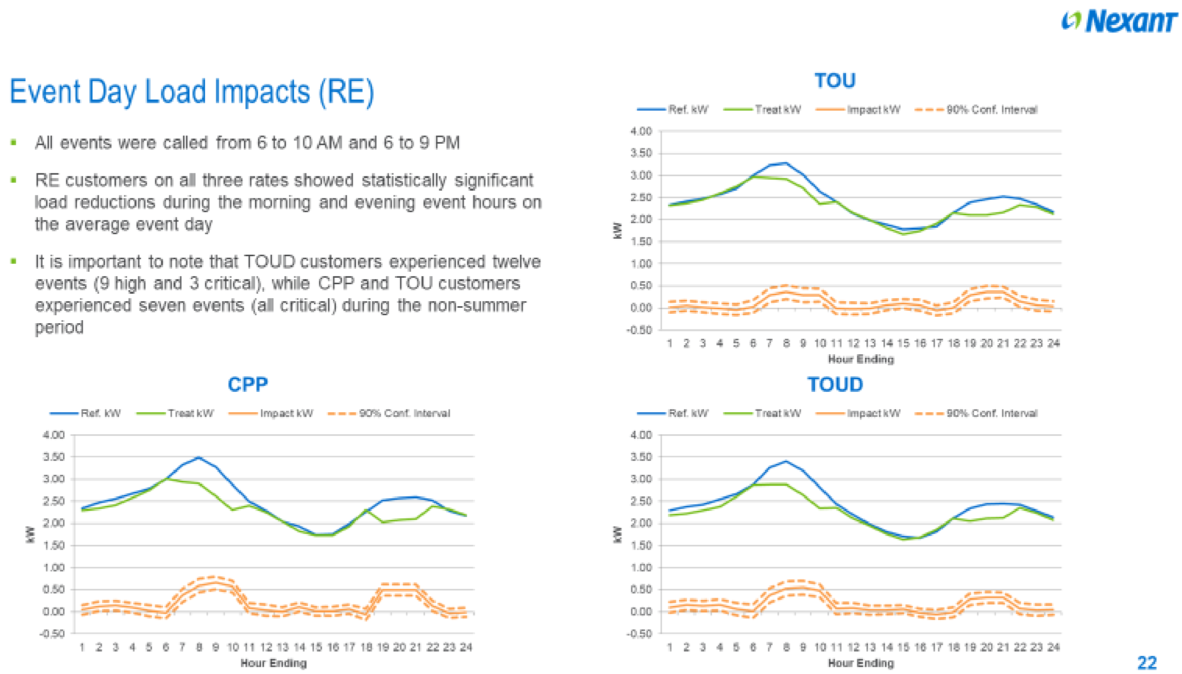
Pricing Day Date	Pricing Day Type (Non-Demand Rates: RS-CPP, RS-TOU-CPP, RE-CPP, RE-TOU-CPP, SGS-CPP, SGS-TOU-CPP)	Pricing Day Type (Demand Rates: RS-TOUD-DPP, RE-TOUD-DPP, SGS-TOUD-DPP)	Daily Temperature (°F)	
			High	Low
6/23/2020	CRITICAL	HIGH	82	69
6/29/2020		HIGH	90	71
6/30/2020	CRITICAL	HIGH	85	73
7/1/2020		HIGH	87	71
7/2/2020		HIGH	89	70
7/9/2020		HIGH	87	72
7/10/2020	CRITICAL	HIGH	92	72
7/13/2020	CRITICAL	HIGH	92	71
7/14/2020	CRITICAL	HIGH	93	73
7/16/2020	CRITICAL	CRITICAL	90	75
7/17/2020		HIGH	93	73
7/20/2020	CRITICAL	CRITICAL	94	75
7/21/2020		HIGH	94	73
7/22/2020		HIGH	92	71
7/27/2020	CRITICAL	CRITICAL	93	73
8/6/2020		HIGH	89	72
8/10/2020		HIGH	91	71
8/11/2020	CRITICAL	CRITICAL	89	72
8/12/2020		HIGH	89	74
8/26/2020	CRITICAL	CRITICAL	92	71
8/27/2020	CRITICAL	CRITICAL	90	72
8/28/2020		HIGH	89	75
9/2/2020		HIGH	91	73
9/3/2020		HIGH	92	73
9/11/2020		HIGH	90	71

V. Interim Load Shape Impacts

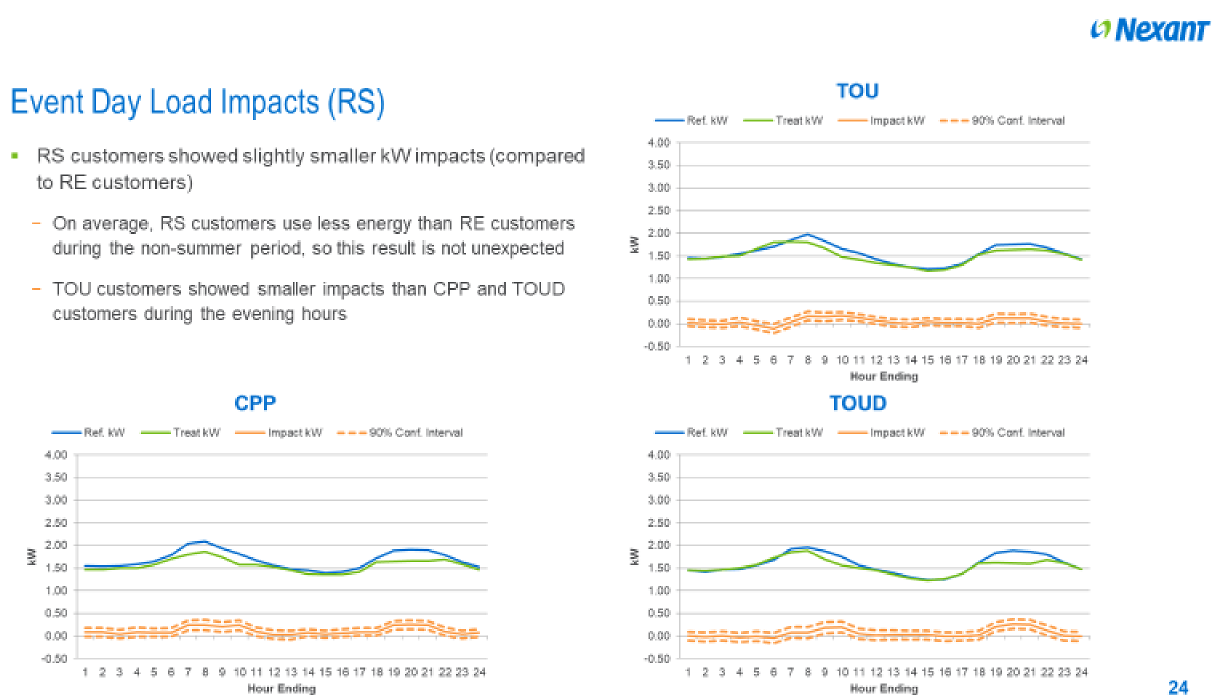
As part of the Pilot third-party analysis, Nexant has taken a preliminary look at non-summer load shape impacts. This information is preliminary and could change as Nexant continues to analyze data to provide final estimates of load impacts for both the non-summer and summer periods. The interim load impact results for the non-summer period pricing event days are summarized below with supporting graphics.

- For the RE Pilot rates, non-summer load impacts ranged from 10.2% reduction (i.e., Rate RE-TOU-CPP morning period) to 19.3% reduction (i.e., Rate RE-CPP evening period).
- For the RS Pilot rates, non-summer load impacts ranged from 7.1% reduction (i.e., Rate RS-TOU-CPP evening period) to 13.1% reduction (i.e., Rate RS-TOUD-DPP evening period).
- The SGS Pilot rates had no statistically significant overall non-summer load impact reductions.

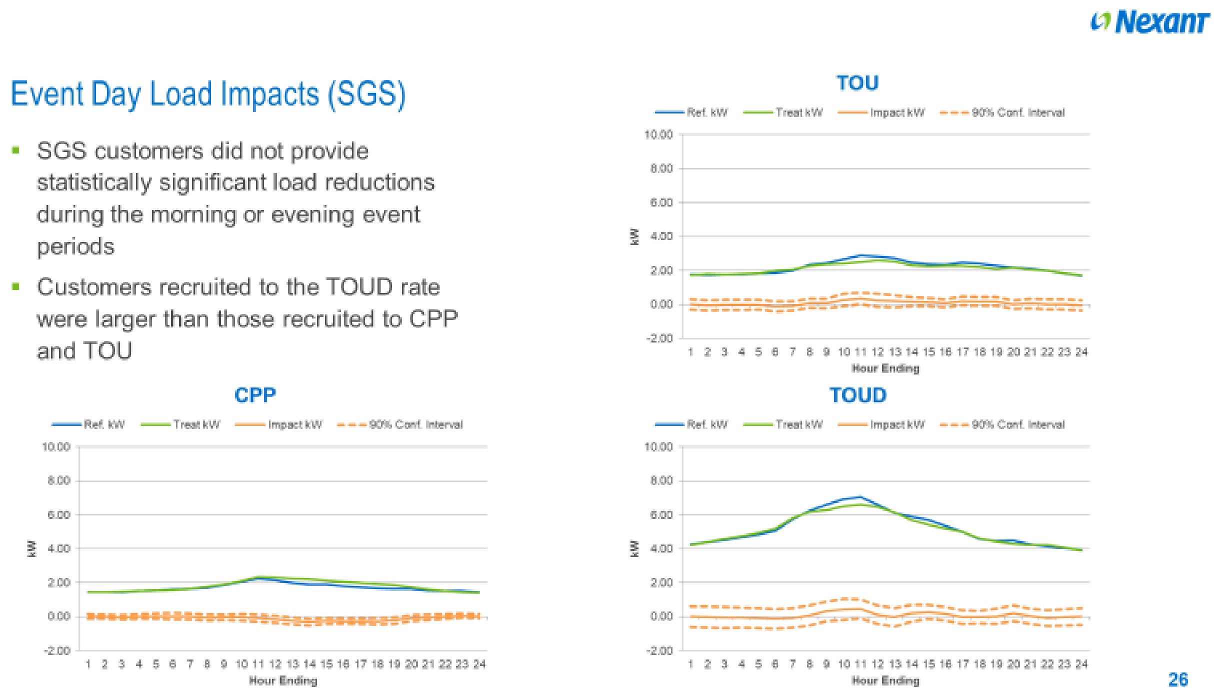
Slide 1: Nexant Interim Event Day Load Impacts - RE



Slide 2: Nexant Interim Event Day Load Impacts - RS



Slide 3: Nexant Interim Event Day Load Impacts - SGS



In addition, Nexant reviewed average weekday impacts for customers with a TOU price signal. These customers have a higher on-peak price every non-holiday weekday. Results are summarized below with supporting slides.

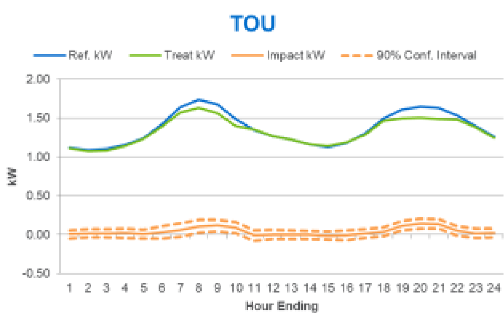
- On the average non-summer weekday, non-pricing event days, RE customers showed an average on-peak period load reduction between 5.8% and 8.1%.
- On the average non-summer weekday, non-pricing event days, RS customers showed an average on-peak period load reduction between 2.3% (not statistically significant) and 6.1%.
- SGS customers generally did not show statistically significant load reductions.

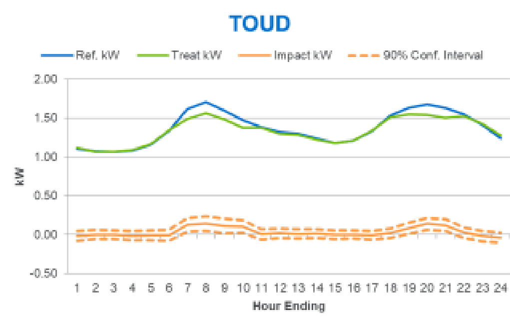
Slide 4: Nexant Interim Average Weekday Load Impacts - RE

Nexant

Average Weekday Load Impacts (RE)

- The following graphs represent the average weekday from October 2019 through mid-March 2020 (before COVID-19 restrictions)
  - Event days are not included in the analysis dataset
- Non-summer peak prices are in effect from 6 to 10 AM and 6 to 9 PM
- RE customers reduced their demand during the peak period on the average non-summer weekday





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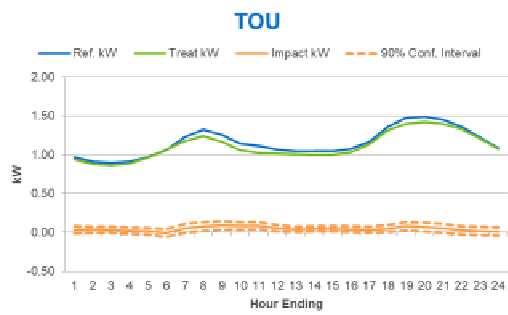
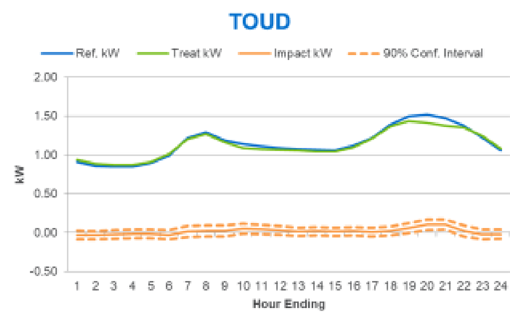
Slide 5: Nexant Interim Average Weekday Load Impacts - RS

Nexant

Average Weekday Load Impacts (RS)

- Compared to RE customers, RS customers have lower peak period consumption on the average non-summer weekday
- RS customers also had smaller impacts during this time frame (however, there are likely underlying differences in the populations)





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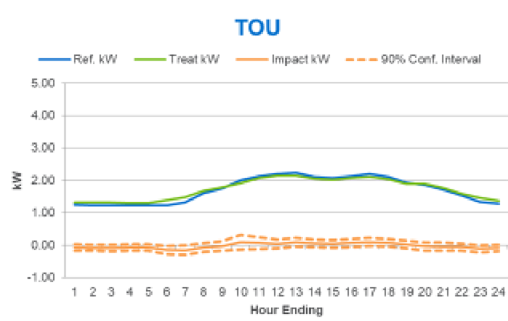
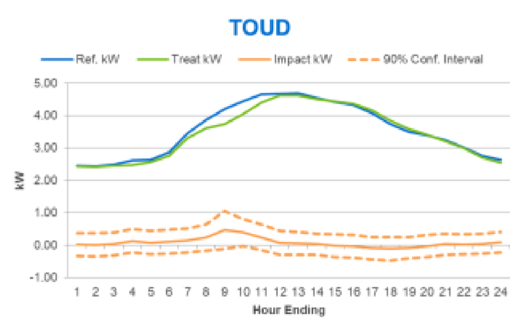
Slide 6: Nexant Interim Average Weekday Load Impacts - SGS

Nexant

Average Weekday Load Impacts (SGS)

- SGS customers enrolled on the TOU rate did not have notable reductions during any time period
- SGS customers enrolled on TOUD, however, showed reductions during the morning period





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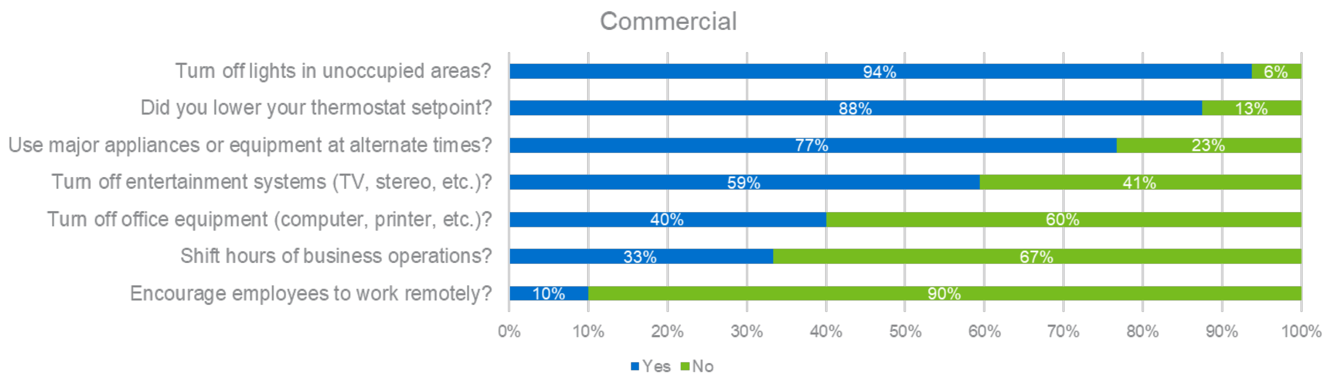
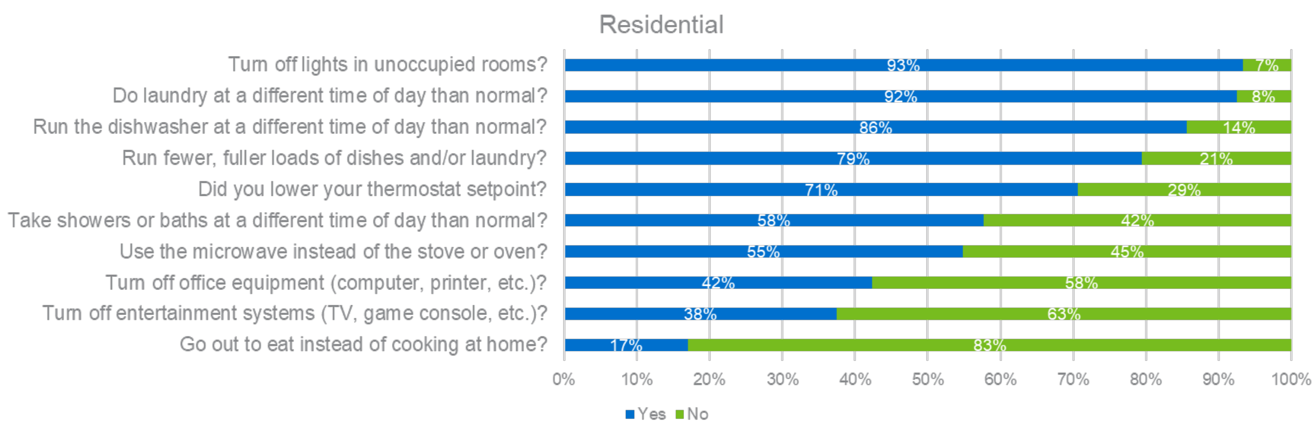
VI. Customer Behavior Response to Pricing Days

In March 2020, the Company, through Nexant, sent a survey to active participants via email to research their non-summer experience on the Pilots. The survey was initiated on March 19, 2020 and closed on April 2, 2020. A total of 1,213 residential customers and 139 small commercial customers completed the survey. Graph 1 summarizes customer responses related to their actions during pricing event day hours.

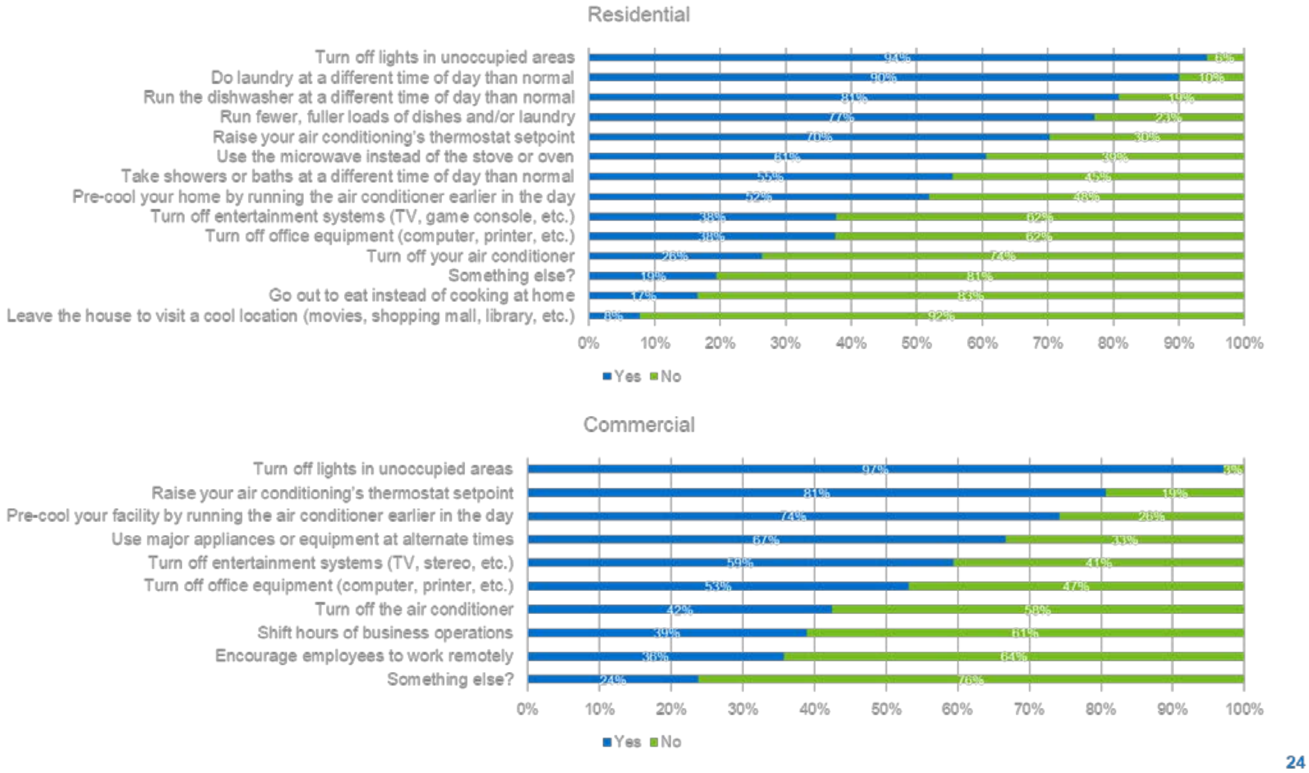
Graph 1: Actions During Pricing Events - Winter (What Actions Did You Take? (Aided Responses)





Similarly, in July 2020, the Company, through Nexant, sent a survey to active participants via email to research their summer experience on the Pilots. Outbound calling was also used to gain additional respondents. The survey was initiated on July 29, 2020 and closed on August 10, 2020. A total of 1,036 residential customers and 125 small commercial customers completed the survey. Graph 2 summarizes customer responses related to their actions during pricing event day hours.

Graph 2: Actions During Pricing Events - Summer (What Actions Did You Take? (Aided Responses)



VII. Bill Comparisons

For the Pilots, the Company calculated estimated bill comparisons for customers and integrated this information with the CPL. If a customer called the CPL and asked about how they were doing on the pilot rate, the CPL would share the estimated comparison with them. In addition, the Company sent all active pilot customers a bill comparison after the May revenue period and again after the September revenue period estimating their cumulative savings. Note that the bill comparison information is an estimate since it does not account for billing complexities such as cancel/rebills, proration, and customer conservation. Using the cumulative estimated bill savings information sent to customers in October 2020, Table 6 summarizes the results. Note that this information only captures the customers who were active on the pilots at the time the bill comparison was sent.

Table 6: Bill Comparison Summary – Pilot Participant Savings (Losses) Through the September 2020 Billing Period by Pilot Rate

Pilot Rate	Savers	Average Savings	Non-Savers	Average Loss	Even	% Savers	Total Savings
RE-CPP	394	$28.79	76	$(14.83)	-	84%	$10,217.53
RE-TOU-CPP	323	$36.09	102	$(21.44)	1	76%	$9,470.64
RE-TOUD-DPP	194	$79.58	177	$(46.99)	-	52%	$7,121.55
RS-CPP	195	$19.15	310	$(17.48)	-	39%	$(1,684.47)
RS-TOU-CPP	184	$25.45	261	$(24.28)	-	41%	$(1,653.42)
RS-TOUD-DPP	148	$68.30	283	$(57.38)	-	34%	$(6,131.00)
SGS-CPP	279	$143.63	11	$(918.04)	1	96%	$29,975.32
SGS-TOU-CPP	105	$158.51	6	$(753.08)	-	95%	$12,125.18
SGS-TOUD-DPP	52	$159.75	43	$(462.48)	-	55%	$(11,579.39)
Total	1,874		1,269		2	60%	$47,861.94

VIII. Pre-participation Structural Savers and Non-Savers

As part of the third-party analysis, Nexant looked at structural bill savings and has provided interim results. Structural bill savings look at pilot participant's consumption the year before they join the pilot rate, calculates bills for them on the pilot rate and the customer's prior rate, and determines if the customer achieves bill savings without any behavior change. Information is provided below from Nexant's interim results presentation. As shown, there are a considerable number of small commercial structural savers. The implications of structural saver participation will be addressed in the final report.

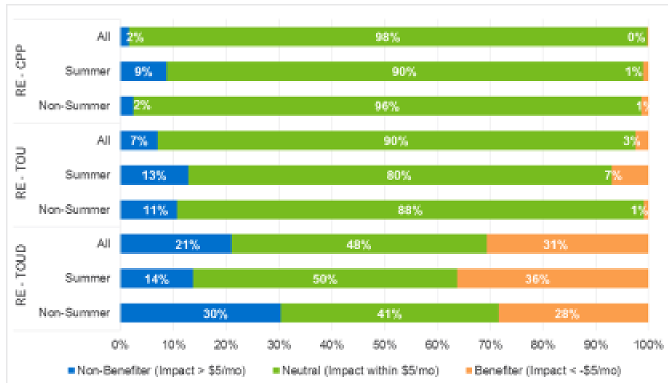
The structural bill impact is equal to the bill estimated using the pilot rate, minus the bill calculated using the otherwise applicable tariff (OAT). Negative values indicate savings. Customers are divided into three categories, based on their structural bill impacts: Benefiters are customers that had an average monthly bill reduction of $5 or more, Non-benefiters are customers that had an average monthly bill increase of $5 or more, and Neutrals are customers that had an average monthly bill change less than $5 in either direction.

Slide 7: Nexant Interim Structural Bill Impacts - RE

Nexant

Structural Bill Impacts - RE

- Most (>80%) RE CPP and RE TOU customers fell into the "neutral" category on an annual level, and in the summer and non-summer periods
- RE customers enrolled in TOUD show a different pattern, with about half in the "neutral category" for each season and annually
  - This population has the largest proportion of non-benefiters in the non-summer period (30%) compared to about 2% and 11% of RE CPP and RE TOU customers, respectively



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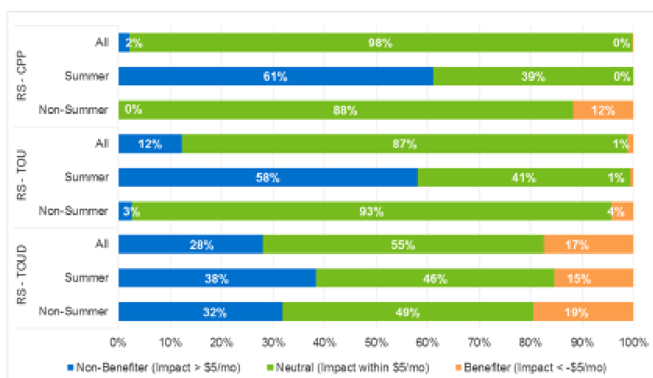
Slide 8: Nexant Interim Structural Bill Impacts - RS

Nexant

Structural Bill Impacts - RS

- Much like the RE population, RS CPP customers are nearly all in the neutral category on an annual basis
  - However, more than half of customers are non-benefiters in the summer months
- Many of the CPP and TOU non-benefiter customers have bill increases just over $5 per month
- Approximately 1/3 of RS customers enrolled in TOUD are non-benefiters on an annual basis, and in the summer and non-summer periods
  - Approximately half of customers are in the "neutral" category



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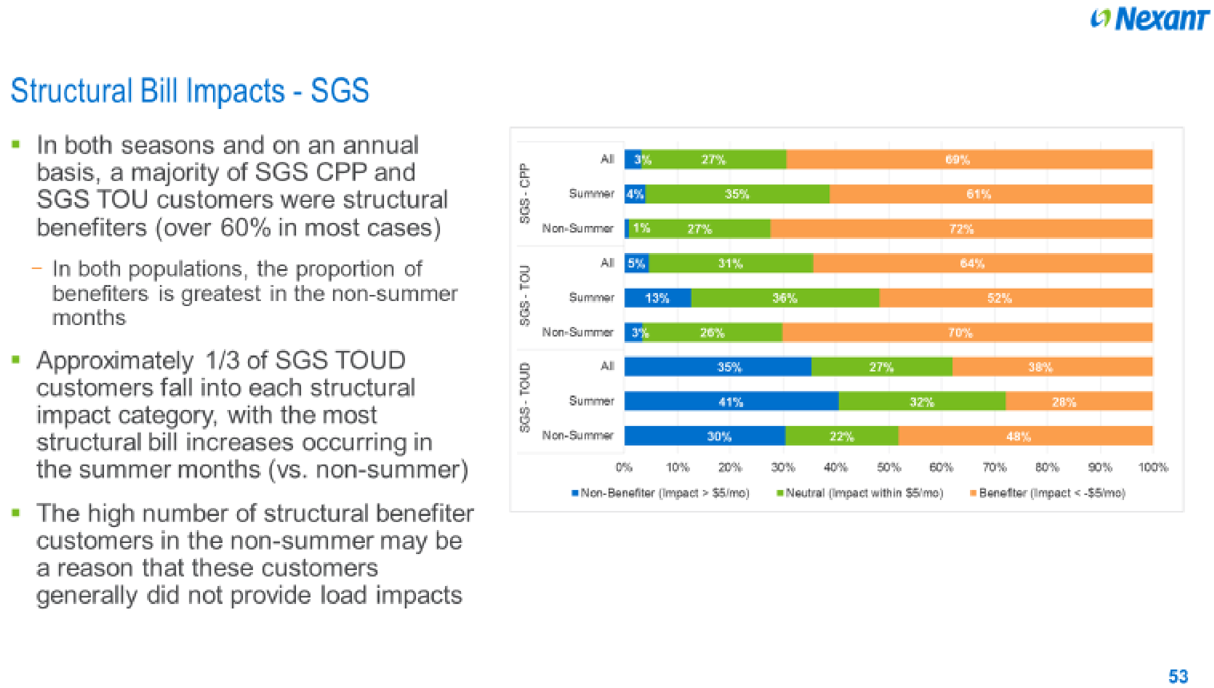
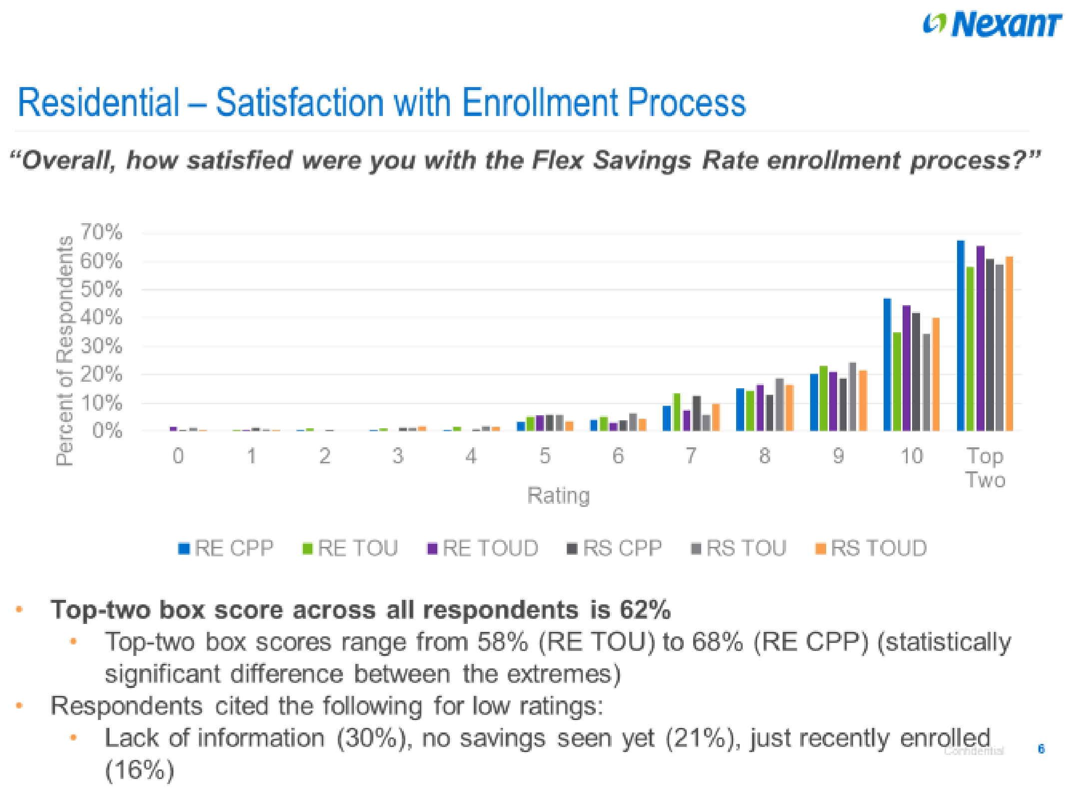
Slide 9: Nexant Interim Structural Bill Impacts - SGS



IX. Customer Satisfaction

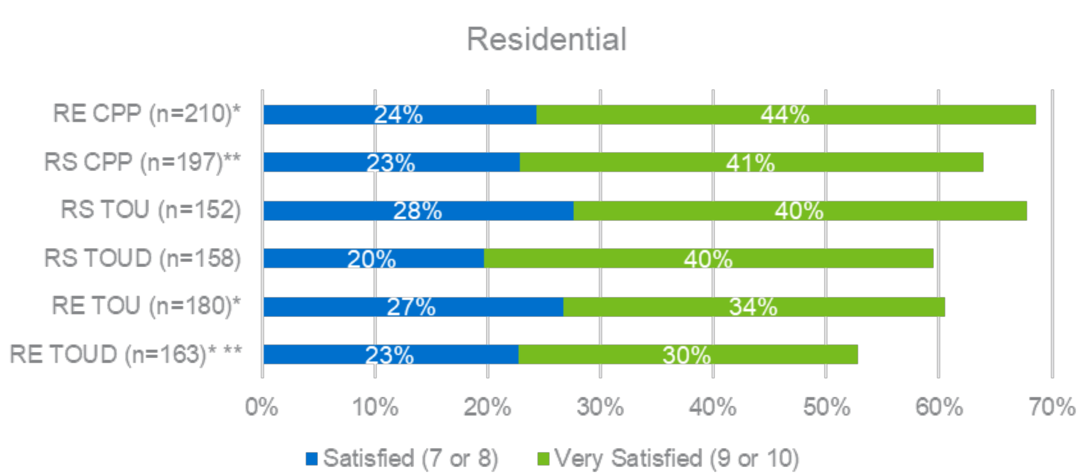
There are currently three survey sources of information available on Pilot customer satisfaction. First, the Company fielded a survey referred to as the Welcome survey. The Welcome survey asked customers about their satisfaction with the enrollment process. Nexant reviewed these survey results and provided input. In general, the response rate from small commercial customers was quite low, and results are not included here. For residential customers, a slide from the Nexant presentation is provided below to summarize enrollment process satisfaction.

Graph 3: Residential Customer Satisfaction with Flex Savings Option Enrollment Process

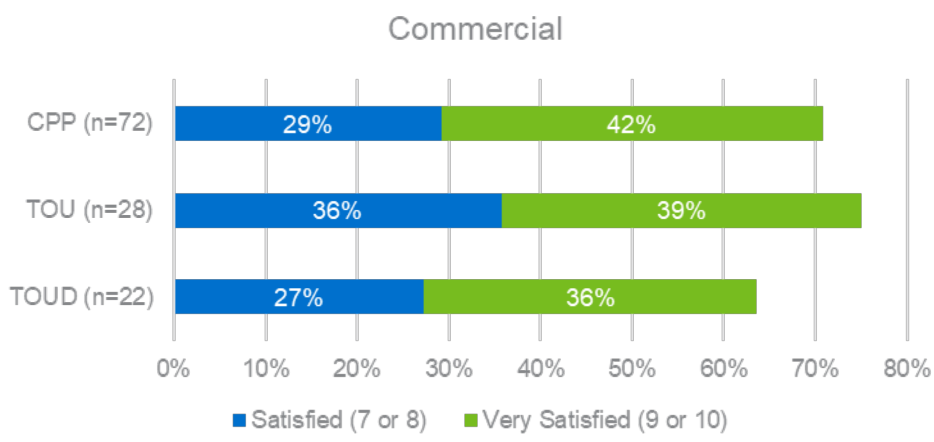


Second, towards the end of the non-summer season, the Company, through Nexant, sent a survey to current participants via email to research their non-summer experience on the Pilots. This is the same survey referenced above related to customer stated actions during pricing day events. Graphs 4 and 5 summarize customer satisfaction with the Pilots at that point in time.

Graph 4: Residential - "On a scale of 0 to 10, where 0 means not satisfied at all and 10 means completely satisfied, how satisfied are you overall with - Your Flex Savings Option rate"

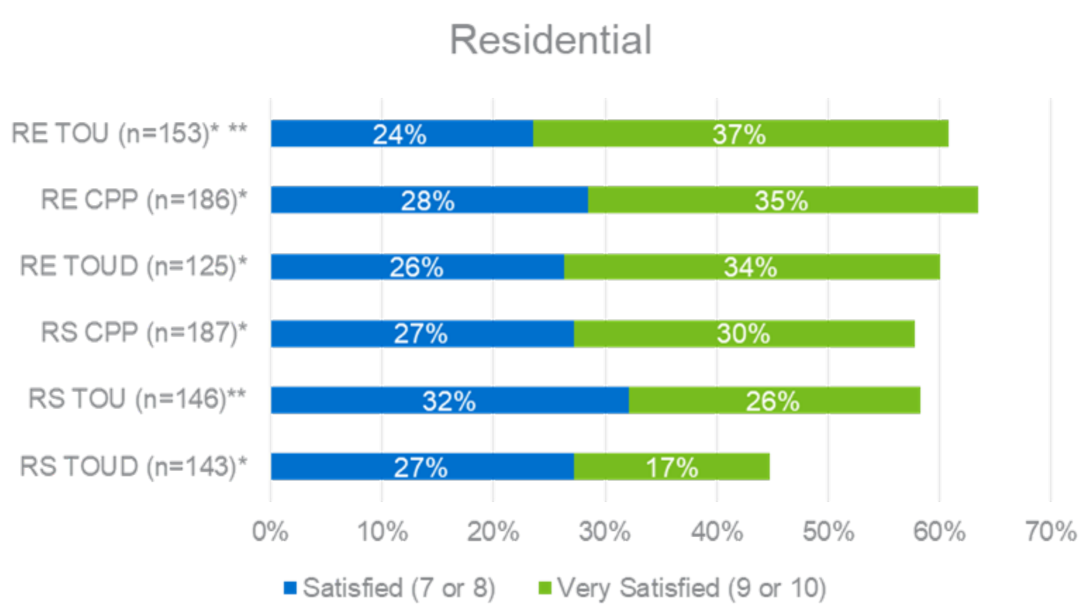


Graph 5: Small Commercial - "On a scale of 0 to 10, where 0 means not satisfied at all and 10 means completely satisfied, how satisfied are you overall with - Your Flex Savings Option rate"

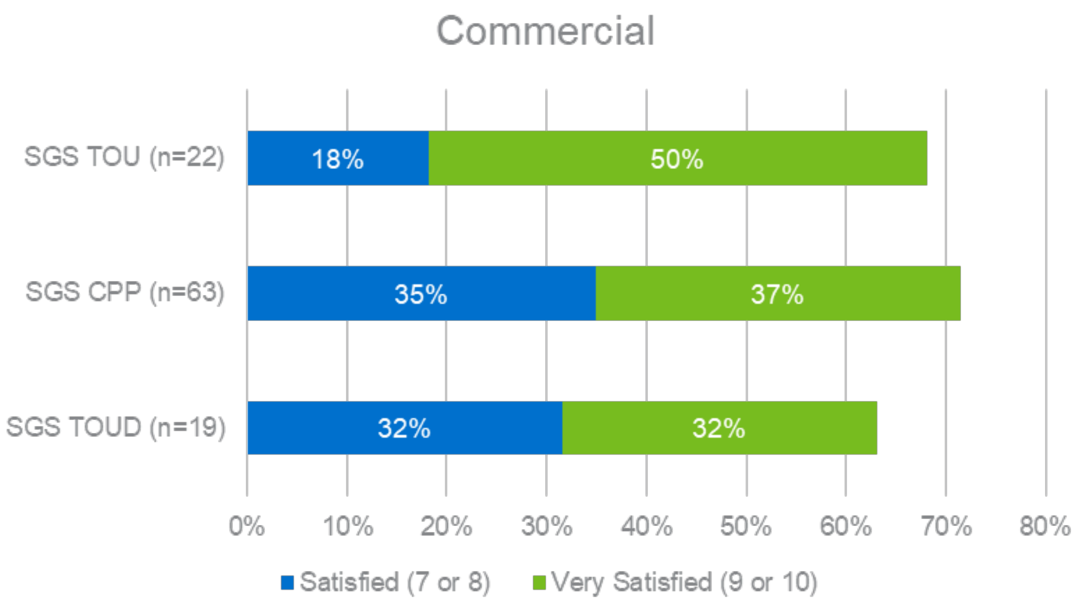


Finally, towards the end of the summer season, the Company, through Nexant, sent a survey to current participants via email to ask for feedback on their summer experience on the Pilots. This is the same survey referenced above related to customer stated actions during pricing day events. Graphs 6 and 7 summarize customer satisfaction with the Pilots at that point in time.

Graph 6: Residential - "On a scale of 0 to 10, where 0 means not satisfied at all and 10 means completely satisfied, how satisfied are you overall with - Your Flex Savings Option rate"



Graph 7: Small Commercial - "On a scale of 0 to 10, where 0 means not satisfied at all and 10 means completely satisfied, how satisfied are you overall with - Your Flex Savings Option rate"



X. Additional Preliminary Insights

The Company continues to review information made available through the implementation and analysis of the Pilots. Some information has been distilled into learnings, and we would like to share those learnings with the Commission. However, DEC would emphasize that the interpretations of data and final conclusions are in development. Additional information and insight will be provided in the final report on the Pilots. The learnings below are based on the information available and reviewed.

- **Marketing Channels**: Capturing the attention and participation of small commercial customers has historically been difficult. To combat this, outbound calling was used to connect with the customer directly during enrollment. The effort was not effective.
- **Customer Communication Preference**: Customer contact preference information should be collected fully during enrollment instead of enrolling the customer and then providing a link for them to complete their preferences.
- **Implementing Pricing Day Events**: For the Pilots, the Company determined that all pricing days should be implemented to test customer tolerance for the number of events incorporated into the rate design. This position is also consistent with the opportunity for full revenue recovery. CPP and TOU-CPP participants have 20 pricing day events, and TOUD-DPP participants have 40 pricing day events. For reference, the Company's service area experienced a mild 2019-2020 winter. This resulted in discussions related to implementing pricing days during the winter that may not be necessary from a system load perspective. Implementing few winter pricing days leads to a higher number of pricing days in the summer, and vice versa. In the final report, the Company will consider alternative pricing event day implementation strategies and revenue recovery methods such as a migration adjustment or lost revenue recovery rider instead of requiring the implementation of the full number of events allowed by the rate design.

- **Customer Adoption**: Customers do not necessarily take the time to review the rate design information provided. In addition, customers do not necessarily understand how their current bill is calculated in order to understand how it is changing. For example, multiple calls were received mistakenly believing the basic facilities charge was a new charge for the pilot rate. Customers did not realize that their previous rate had the same basic facilities charge.
    - In the Welcome survey results, 49% of respondents said they have not reviewed the information on the pilot rate webpage or they couldn't recall if they viewed it or not.
- **Attrition**: Customers not saving on the rate or not saving enough is a concern moving forward and will have implications related to sustained customer participation.
- **Acquisition**: A random sample of eligible customers received invitations to participate in the pilot rates. For residential, generally, slightly older customers enrolled in the program. The overwhelming reason customers provided for joining the Pilots was to save money on their electric bill.

XI. Next Steps

Analysis of the Pilots continues alongside work in progress related to residential customer segmentation. The significant task of integrating all the information once available into final recommendations is ongoing. The Company may ask the Commission for approval of rate filings before the final report on August 1, 2021, in order to smoothly transition current pilot participants to a permanent dynamic rate.

CERTIFICATE OF SERVICE

I certify that a copy of Duke Energy Carolinas, LLC's Dynamic Rate Pilots Interim Report, in Docket No. E-7, Sub 1146, has been served by electronic mail, hand delivery or by depositing a copy in the United States mail, postage prepaid to the following parties:

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This the 23rd day of December, 2020.

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